

yay™ GUIDES



Switching To VoIP

Step One

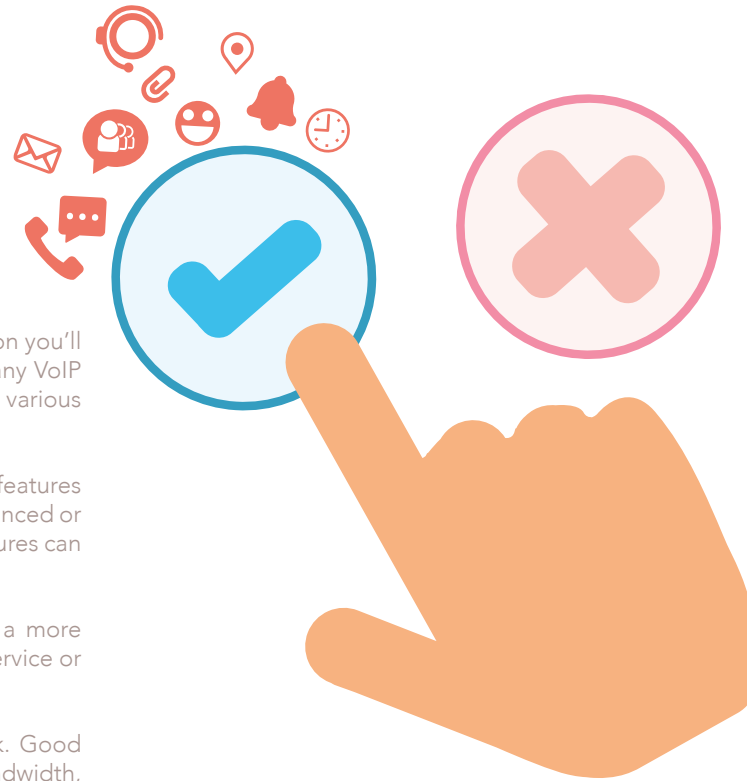
Choose your new provider

The first step is to decide who you want to move to. This isn't a decision you'll want to make lightly - there's a lot of choice out there. Thankfully, many VoIP providers offer a **free VoIP trial**, so you'll have some time to test the various services first.

Both before and during your testing, decide what VoIP phone system features you want to have. VoIP offers many features that are either greatly enhanced or entirely new versus traditional systems, but the execution of these features can vary greatly between providers.

If you feel unable to make the switch in one go and would prefer a more phased move, check that your chosen provider offers a SIP trunking service or similar means of adapting your existing hardware to VoIP.

It might also be worth conducting a survey of your existing network. Good VoIP providers will offer an efficient service that needs very little bandwidth, but it's worth stress testing your existing network anyway, especially if you use older hardware and have poorer speeds. If what you have right now isn't up to scratch, upgrade your network hardware before making the switch.

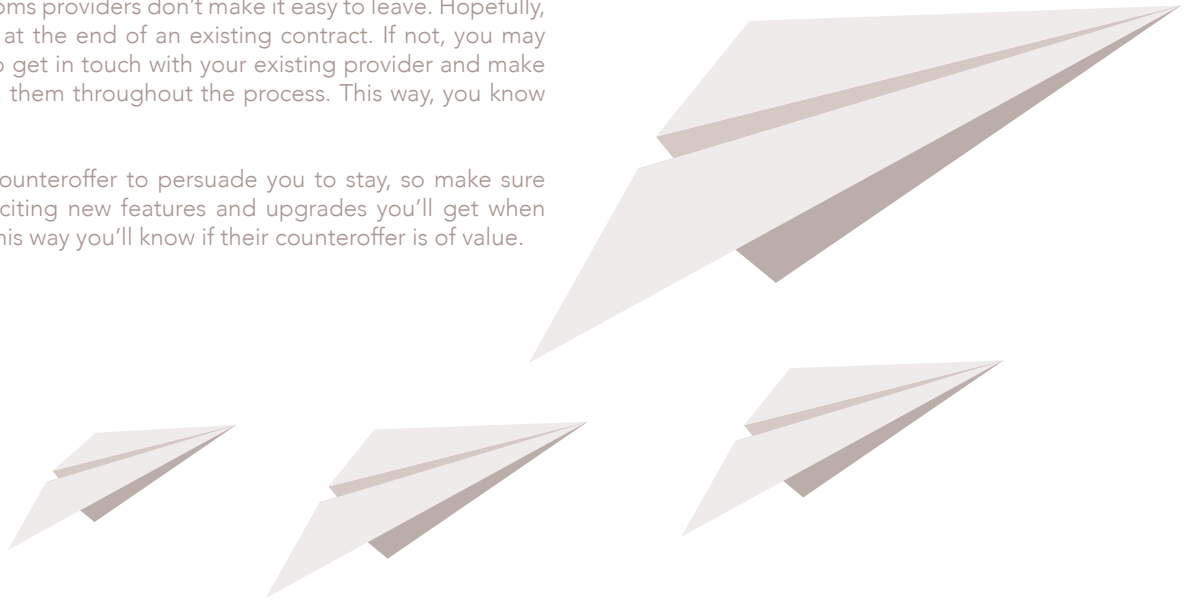


Step Two

Leave your old provider

Unfortunately, many telecoms providers don't make it easy to leave. Hopefully, you're making this switch at the end of an existing contract. If not, you may have to pay an exit fee, so get in touch with your existing provider and make sure to communicate with them throughout the process. This way, you know where you stand.

They'll likely give you a counteroffer to persuade you to stay, so make sure you're clear on all the exciting new features and upgrades you'll get when you've finished moving. This way you'll know if their counteroffer is of value.



Step Three

Port your existing numbers

You'll want to keep your existing phone numbers when you switch. After all, your existing customers know you by your existing numbers. The porting process is usually fairly straightforward:



Request & purchase a phone number transfer



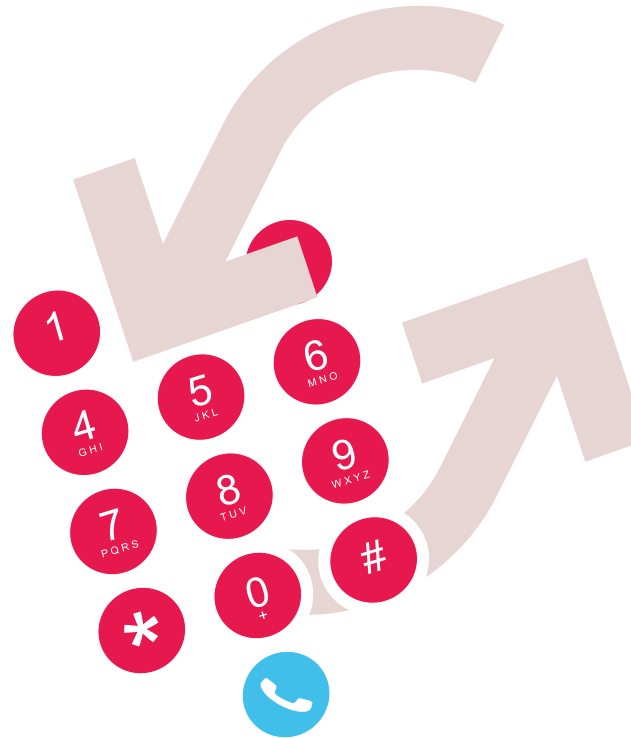
Upload proof of ownership



Start using your number after transfer completion

Once you've completed the above steps, the gaining provider (your new VoIP provider) will submit a formal request to the losing provider and, once accepted, the port will begin taking place. This usually takes a couple of weeks.

A good VoIP provider will notify you before your port completes, and will give you the option of configuring your numbers beforehand to ensure zero downtime.



Step Four

Set up your new phone system

Now it's time to create your new phone system. Your team may desire to do this themselves, or perhaps you prefer to have your new provider walk you through this. The steps themselves are simple:



Set up your users/
extensions

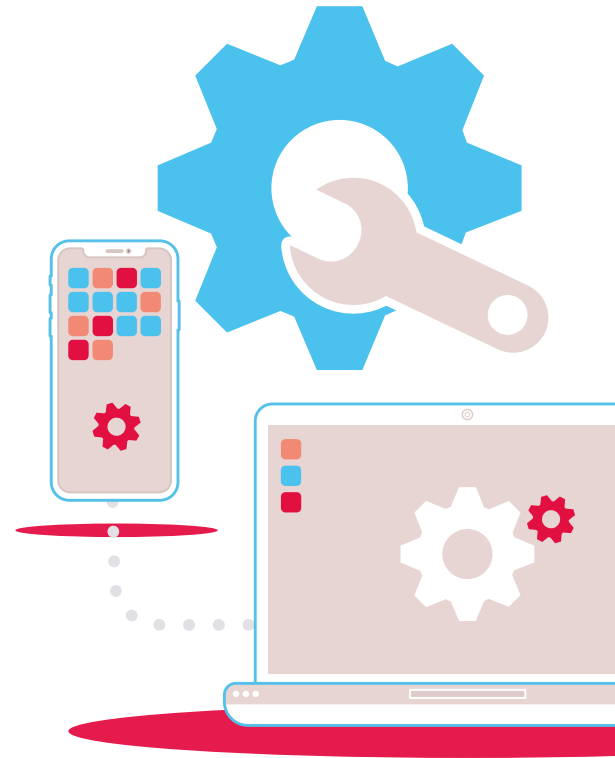


Set up call routes & assign
phone numbers to them



Set up out-of-hours
call routes

You'll set up your SIP users to link them to a device so that you can begin making outbound calls. Then, you'll set up call routes to tell the platform what will happen when someone rings one of your numbers. This is where you can get creative with all those exciting new features we were talking about. Once that's done, you'll set up another call route to handle calls you receive outside of your business hours, ensuring you never miss a business opportunity.



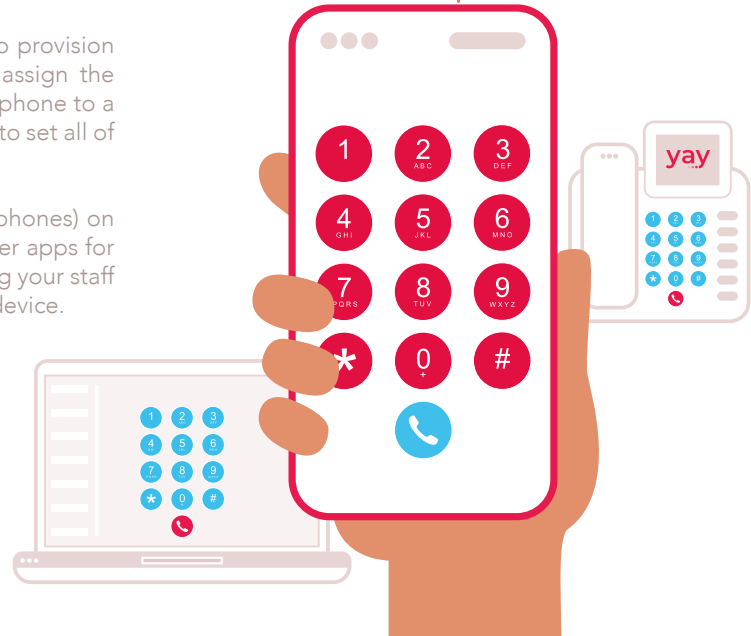
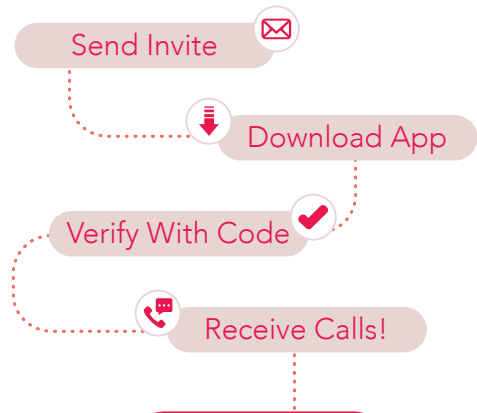
Step Five

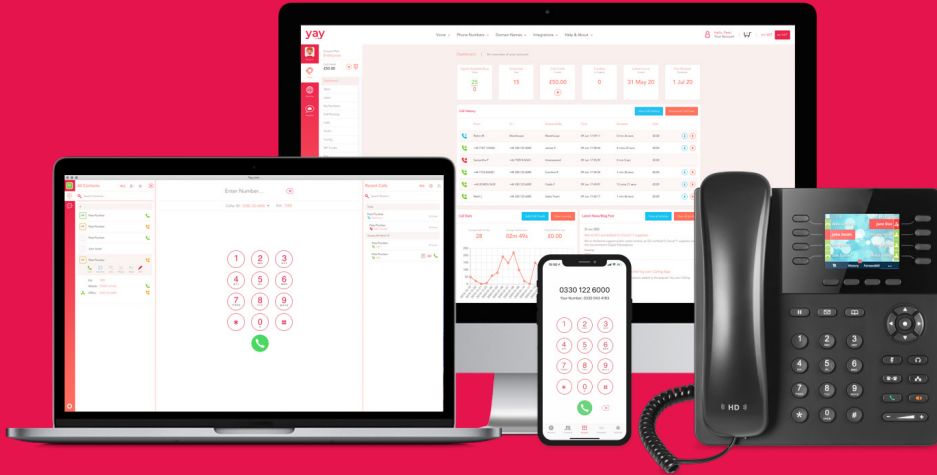
Provision new phones/apps

You might be wondering, 'Do I need a VoIP phone to take calls over the internet?'. Whilst you'll certainly need devices with which to make and take your calls, VoIP offers some flexibility over just what these devices are.

If you decide on using VoIP phones, your provider may be able to provision them before sending them out to you. This means that they'll assign the phones to their SIP servers for you, so you'll only have to link each phone to a SIP user/staff member when they arrive with you. If not, you'll need to set all of your VoIP phones up from scratch when you receive them.

Alternatively, some or all of your staff can use VoIP apps (aka softphones) on their work or personal devices instead. The best VoIP providers offer apps for desktop and mobile across all available operating systems, meaning your staff will be able to make calls within minutes no matter their favoured device.





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